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GOVERNOR



STATE OF HAWAII
PUBLIC UTILITIES COMMISSION
DEPARTMENT OF BUDGET AND FINANCE
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June 26, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Re: CG Docket 03-123; Consumer Complaint Log Summary Concerning
Telecommunications Relay Services ("TRS") for the Period June 1, 2005 to
May 31, 2006

Dear Ms. Dortch:

In accordance with 47 C.F.R. Section 64.604(c)(1), the State of Hawaii Public Utilities Commission ("PUC") hereby transmits the original and four (4) copies of its TRS Consumer Complaint Log Summary ("Summary") for the 12-month period ending May 31, 2006. An electronic copy of the Summary is also provided on the enclosed 3.5 inch diskette.

Consistent with the Federal Communications Commission's ("FCC") Public Notice (DA 06-1175, released May 31, 2006), the Summary includes the number of complaints received that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution. During the period of June 1, 2005 through May 31, 2006, a total of 22 complaints were logged regarding the provision of TRS in Hawaii.

The total number of interstate relay calls by type of TRS, which the FCC also requested in its Public Notice, will be submitted separately by Sprint, Hawaii's current TRS provider. It is our understanding that Sprint will provide this information to the FCC under seal since it considers call volume information to be proprietary and confidential.

No. of Copies rec'd. *044*
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If you have any questions on this matter, please do not hesitate to contact Lisa Kikuta at lisa.y.kikuta@hawaii.gov or (808) 586-2020.

Sincerely,

Michelle S.U.M. Kau

Michelle S. U. M. Kau
Acting Administrative Director

MK:LYK:eh

Enclosures

c: Pam Gregory, Federal Communications Commission (w/o diskette)
Chameen Stratton, Sprint Relay Hawaii (w/o enc.)

FCC Complaint Log Summary

For Hawaii Relay Service

June 1, 2005 to May 31, 2006

Sprint

The Total Number of Complaints for this reporting period is 22.

Complaints are followed up and resolved in a timely manner.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/17/06	The customer stated that when the caller places a call to her at her home residence thru relay service, she always get "unknown" on her caller's id and would appreciate if either caller's phone number or relay number appears on her caller's ID. Apologize for the inconvenience and assured her that she will be follow up by Sprint Acct manager on this issue and/or resolution. She would like to be contact at the number given. Notified Sprint Acct Manager.	01/17/06	Contacted customer via tty and explained problem and advised customer to use her customer database profile to resolve for caller id. Provided my email address to contact me if she has further questions about this matter.
02/10/06	Technical - General	02/10/06	Technical problem identified. Resolution believed to be the solution in progress.
04/01/06	A Hawaii TTY customer stated that the operator was relaying the message, but did not complete it and hung up. The customer called back to put in a complaint at 1216a on 4/1/06. But the customer did confirm that he did redial relay right after being disconnected. Follow up requested.	04/01/06	A team leader met with CA on 4/2/06 and stressed to be very careful and not to disconnect calls.
05/19/06	TTY customer says they gave the agent a number to dial and the agent did not dial the number but disconnected the call. Apologized. No follow-up requested.	05/19/06	Went over proper procedures with agent.
06/17/05	DTMF Tone Interference	06/17/05	Tech Support addressed DTMF tone pass through. Confirmed all is well after this adjustment.
07/06/05	Accuracy of captions	07/07/05	Apologized for this incidence. Asked customer to document the date* time* and CA # when captions are inaccurate so we can further investigate.
07/06/05	Disconnect/Reconnect during calls	07/07/05	Explained the phenomenon of disconnect/reconnect* how it occurs* and the causes of disconnect/reconnect.
07/07/05	Customer is part of Deaf outreach for relay and has stated that several people from the Deaf Community is complaining that when they are put on hold, they do not get a message such as "please hold for the next available operator". There is nothing to indicate that they have been connected so often times they think something is wrong and are unable to get through to relay. Customer is requesting that a message be sent to all TTYs indicating that they are on hold. Customer wanted to reiterate that they are not complaining about being put on hold but rather that they do not know that they are on hold and would like to be kept informed. Follow up requested.	09/06/05	I spoke to customer and informed him that the matter would be forwarded to appropriate personnel and that someone would be contacting him in regards to this matter. Account Manager contacted customer on several occasions. Customer was dialing out of date numbers that were used by the previous relay provider (ex: '1-711'). I asked him to use the new numbers and to document date and time of any failure to connect. Those contacts were made in July and August. As of 09/19/2005 current Sprint Relay Hawaii direct numbers and/or 711.
07/20/05	Voice user unable to connect to CapTel Service Number	07/22/05	Gathered information regarding customer's experience and forwarded to technical support for further investigation. Tech support identified cause and resolution.
07/20/05	Accuracy of captions	07/22/05	Gathered information regarding the call from the customer. Apologized for this incidence. Shared incidence with Call Center Management for follow up with the CA. Incidence occurred in the last 2 sentences of the call.
08/17/05	Disconnect/Reconnect during calls	08/17/05	Ultratec technicians are coordinating test calls and further troubleshooting with local tech support at customer's location.

09/30/05	System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system. Complaint: Caller stated agent hung up on him. Caller also said he was on hold with the outbound for a while when the agent asked "do you want to continue to hold?" Apologized for the incidents. Follow up requested to James Souza (808)775-0444.	10/03/05	No information in Problem section of contact. Assigned back to HI center for more information. Agents are trained that it is acceptable to periodically check with the customer to see if they want to continue to hold as the VCO customer has no way of interrupting the agent while holding. There is no way for agent 3003 to remember a call from 9/30/05 in regards to the customer saying the agent hung up on them. This agent has an excellent history.
09/30/05	Caller stated agent hung up on him. He also complained about the long hold waiting to connect to relay. Apologized for the incident. No Follow up requested.	10/04/05	Discussed with operator and went over proper procedures.
10/06/05	Technical Complaint: Voice caller complained that when people call her cell phone number (808) 281-0483 they get a relay operator. The Sprint Tech checked into it and was informed by Verizon that the cell number was forwarded to relay. Caller will check with Verizon. Follow up requested to customer.	10/07/05	Followed up with customer on other customer contact duplication.
10/18/05	A HI VCO customer states when they attempt to contact relay the line will ring and then hang up. It generally takes 4 or 5 times before this customer can get connected to a relay operator. The customer also states that on some occasions during phone conversations the line will disconnect. RCS apologized to this customer and turned in TT #593339. Follow up requested.	10/18/05	Tested call center VCO line calls and calls went through. The center is receiving VCO calls without any problems also. Referred the problem to AM and AM contacted the user and worked with her to review and resolved.
10/21/05	The customer stated that he placed the call at 1203 pm and was not pleased with the professionalism conducted by agent 1389. The voice person stated that the agent "sighed" several times immediately after "the messages was garbled" was relayed. At one point the agent spelled out the garbled word back to the voice person prompting her asking the agent if she was being sarcastic. Voice person stated that she has never met any agent unprofessional as this agent. Apologized to the customer for the inconvenience this may have caused and assured her that agent will be follow up. No follow up necessary.	10/21/05	The agent stated that she may have sighed a few times during the call and was coached on this particular issue. As for the spelling of the garbled words. Agent clarified that after the "message was garbled" was relayed, the voice person asked the agent "what did it say q" to which the agent spelled it out for the voice person.
10/21/05	Customer was upset saying the CA would not pay attention to him when he hit his space bar to interrupt CA's typing. VCO customer said he was told to do this by several supervisors if he wanted to interrupt. He has used relay many times and has had this problem a lot. His suggestion is that a memo be sent to all centers. He would like a follow up letter. Apologized to customer and assured him a letter will be sent by the appropriate supervisor.	10/21/05	Resolution: Discussed with operator, went over proper procedures as well. Follow up letter sent to customer on 10/24/05.
10/30/05	Operator hung up on caller. Thanked caller. No F/U needed.	10/30/05	Operator stated inbound caller had hung up and had not disconnected call. Reviewed proper procedures with agent.
11/16/05	Disconnect/Reconnect during calls	11/16/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
12/02/05	VCO customer unable to connect with HI VCO number number disconnects (apologized for problem advised Trouble Ticket and complaint would be entered customer will also contact LEC) Customer requests contact	12/02/05	already informed customer 1/18/06. Ticket number could be error due to lack of information on ticket number
12/03/05	Disconnect/Reconnect during calls	12/05/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
12/09/05	Captions - dropped characters/garbled text	12/09/05	Advised customer to contact telephone company to ensure functional line and possibly upgrade line quality. Advised customer to relocate CapTel phone to another AC electrical adapter/wall jack. Advised customer to test CapTel phone on another phone line. L

DOCKET NO.

03-123

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